

March 27, 2015

Ms. Lisa Garrett, Director
Department of Human Resources
579 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Ms. Garrett:

On behalf of the Quality and Productivity Commission, thank you for an informative Department Visit on March 25. The Commissioners recognize the steady progress being made on workforce development, including a wide-range of diverse training programs for executive, as well as rank and file employees.

The Commission's investment in the Executive Leadership Development Program (ELDP) is bearing fruit as the more than 100 graduates bring new competencies to the workplace. We commend you for spearheading the ELDP, a blended learning approach to leadership development offered in partnership with the USC Sol Price School of Public Policy. We were pleased to learn that eight graduates already have received promotions.

Succession planning is important in any organization and we support your vision of preparing the next generation of County leaders by providing hands-on assistance to Departments and encouraging managers to be mentors.

Members of the Commission also were impressed with your achievements in the following areas:

- Co-locating DHR staff within the Fire Department to assist with and maintain integrity of the exam process, to ensure that appropriate disciplinary measures are in place, and to validate competencies for testing
- Launching an Information Technology Strategic Plan process, which carries out your commitment to automate all things pertaining to human resources
- Upgrading the Absence Management System, now used by all County Departments, which provides reports on employee leaves and tracks productivity

We support plain language

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**County of Los Angeles
Quality and Productivity
Commission**

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effective and caring service"***

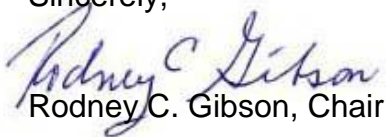
- Collaborating with the Department of Military and Veterans Affairs on a successful Veterans Internship Program, which resulted in the hiring of more than 200 vets in 2014, and 70 so far this year

The Commission looks forward to working with the department on:

- Leveraging technology, such as predictive analytics and Lynda.com, as a tool for workforce development; and creating an integrated social media platform that interfaces with mobile devices and has self-service portals
- Promoting the Financial Wellness Initiative, a partnership with the Department of Consumer Affairs to raise awareness and prevent scams
- Creating career development programs specifically for mid-level managers and supervisors

Thank you, again, for a successful Department Visit. We appreciate your support of Commission programs and we look forward to working with your Productivity Managers Shawn Atin and Gina Lugo-Tully. Our Executive Director, Victoria Pipkin-Lane, is available at (213) 974-1361 or vpipkin@ceo.lacounty.gov for further assistance.

Sincerely,



Rodney C. Gibson, Chair

RCG:VPL:LP

c: Sachi Hamai, Interim Chief Executive Officer
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